

875805/04

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

**TITLE: FAMILY OUTREACH SPECIALIST - PROJECT BRIDGE
(NON-CLASSIFIED)**

DEFINITION:

Under general direction, to provide psychosocial assessment of Project BRIDGE clients and families; to facilitate process groups and identify appropriate community resources and make referrals; to provide casework assistance to Outreach Workers, which may include maintaining a limited client caseload and providing client transportation; to develop rapport with clients and family members as well as maintain effective relationships with project staff and collaborating agencies; to maintain casework records and prepare monthly reports; and to do related work as required.

REPORTS TO: Program Manager or Project Director. (Note: This non-classified position is appointed by the City Manager).

DISTINGUISHING CHARACTERISTICS:

The incumbent shall be appointed "at-will" and exempt from classified service and serve at the pleasure of the City Manager.

PAY FOR PERFORMANCE

Family Outreach Specialists in this classification are advanced in compensation based upon superior performance, as granted by the Project Director, and not to exceed 15% annually.

Upon reaching the maximum of "Step 1" non-incremental range, the Project Director, may advance incumbents based upon superior performance, and place them within a non-incremental merit range, "Step 2", providing for up to one-year merit bonus, and not to exceed 15% annually.

Upon receipt of up to one year of "Step 2" merit pay, the incumbent will be returned to the maximum of the "Step 1" non-incremental range; or the Project Director may grant further increases based upon continued and demonstrated superior performance, not to exceed 15% annually and not to exceed the maximum of the "Step 2" range.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Program Manager or Project Director. May provide general supervision over Project BRIDGE administrative support staff, Outreach Worker and Lead Outreach Worker as required.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Provide psychosocial assessment, intervention, and case management to program participants and family members.
- Represent the program at conferences; address concerns raised by individuals relative to assigned areas of responsibility; may represent the program on matters relating to the service aspects of the program.
- Participate in home visits with Outreach Workers to provide assistance, answer questions, assess needs, and provide orientation on available services to participant and family members.
- Review cases and formulate plans for client to participate in educational programs, work skills training, parenting classes, anger management workshops, diversity training, and/or substance abuse treatment.

- May act as an advocate for the participant in securing social services or provide encouragement to assist and support participants in securing and/or following through on services.
- Assist participants in their development and oversight of short and long-term personal goals; provide supportive counseling and assist participants in recognizing and addressing home, family and social conditions contributing to problems; instruct participants on appropriate methods of social and life skills.
- Transport participants as needed.
- Maintain records and prepare reports.
- Serve as liaison between the participant, the City of Riverside, and other agencies, individuals, organizations or community groups.
- Maintain effective working relationships with participants, family members, project staff and collaborating agencies.

QUALIFICATIONS

Knowledge of:

- The Riverside area, including neighborhood dynamics, familiarity with gang distribution and interaction within specific neighborhoods.
- Principles and techniques of training, personnel management and supervision.
- Business practices; English, spelling and arithmetic.
- Cultural and ethnic attitudes towards community service programs.
- Principles of interviewing, problem solving, and counseling techniques.
- Community organizations and the services they provide.
- Principles and techniques of case management.
- Current social problems and methods of approaching those problems and trends.
- Principles involved in the nature, growth, and development of personality and in-group processes.

Ability to:

- Clearly communicate ideas, in both written and verbal form, and understand and relate to the needs of program participants of diverse ethnic, cultural, educational and socio-economic backgrounds.
- Analyze situations accurately and assess the needs of individual clients, family dynamics, and potential barriers to service, and make decisions in accordance with regulations and established policies.
- Interpret data pertinent to caseload management and evaluate the effectiveness of efforts in solving problems.
- Organize and maintain cooperative relationships with community groups and resource agencies.
- Prepare and maintain records and reports.
- Effectively train staff in casework methods and techniques.
- Speak effectively.
- Monitor client's progress toward established goals
- Interpret program and policies to clients, agencies and organizations

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree (120 semester units) from an accredited college or university with major course work in psychological assessment and counseling approaches, social work, psychology, education, or a related field.

Experience: Two years of full time experience working with youth, preferably with at-risk or gang-involved youth. Experience in case management and working knowledge of child welfare services; Bilingual (English/Spanish) is highly desirable.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid Class "C" California Motor Vehicle Operator's license and reliable transportation. Must be available to work evenings and weekends, and provide services to project clients at numerous locations, including but not limited to, community parks and recreational centers, Human Resources Department, School District campuses, and other locations as required.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Outreach Supervisor

TO: Project Director or Program Manager